



**SAGICOR GROUP JAMAICA LIMITED**  
**VIRTUAL AGM USER GUIDE**

## **Your Guide to accessing the Sagicor Group Jamaica Limited Annual General Meeting**

The Sagicor Group Jamaica AGM stream will start at 2:45 p.m. and the AGM is scheduled to begin at 3:00 p.m. We recommend that you log-in as early as you can.

### **LOG-IN DETAILS**

1. Open Google Chrome and click on the link below to access the stream.

<https://kcpconnect.com/?client=sagicorgroup>

2. Select the tab "**Sagicor Group Jamaica (Shareholder Access)**". You will be prompted to enter your username and password that we have provided via your email.
3. Copy and paste the username & password as viewed in your email as these are case sensitive.
4. Do NOT leave the platform or webpage without logging out as you will not be able to log back in until 15 minutes has elapsed.
5. Registered shareholders can ask questions at any given time. Located to the right of your video is a chat window. You do not need to log-in but will be required to state your name. Additionally, scroll down and join "**AS A GUEST**" to make a comment.
6. You will be invited to vote at an appropriate time during the AGM. This will be indicated to you by the Chairman. The matter on which you will be asked to vote will be populated in the chat for which your response is required by selecting the appropriate button identified in the time allotted.

7. For your convenience, we have provided a helpline. Please call (876) 936-7384 if you have followed the instructions above and are still experiencing difficulties.
8. We recommend that you use a stable internet connection to view the stream by utilising a physical ethernet cable connected to your device for internet as well as by using Wi-Fi to ensure optimal viewer experience. If you are accessing the content while connected to your business/office network, please consult with your IT Department prior to the AGM to ensure that there are no restrictions on your network.

## **FAQ**

### **Why am I not hearing clearly?**

Please ensure that your speaker volume is turned up. Also check that the audio for the stream is enabled by ensuring there are five blue lines highlighted to the bottom right of your video. You may also use a dedicated headset or earpiece connected to your computer to isolate any distracting noise within your environment.

### **Why am I hearing the stream in doubles?**

This may be because you have the stream playing in multiple windows. Only have one window open at a time.

### **What if I get locked out of the stream? Will I be able to log back in?**

Yes, you will be able to log back in after 15 minutes as a security measure. If you have any further issues, please call the helpline at (876) 936-7384.

### **Why is my video glitching, or I see a circle loading/rotating in the centre of the screen?**

This tends to be an internet-based issue. It is our recommendation that you utilise a hard cable connected to your device for the internet and use Wi-Fi as a redundancy for an optimal viewer experience. If by chance you are not able to connect your device via hard cable, please go as close to your Wi-Fi router to achieve the strongest possible connectivity. To ensure you have adequate bandwidth, please open a new tab, go to [speedtest.net](https://speedtest.net) and complete a speed test. You may call our helpline at (876) for further assistance.

### **My video is giving an error.**

Some public and office networks restrict viewers from watching public content over their network due to bandwidth and content management protocols and restrictions. Please speak to your IT department to correct this issue. If your IT

department is unable to assist, we recommend you access the internet from an alternative source or by using a device not tied to the current network to which you are connected.

**My video doesn't play automatically.**

The videos are set to auto-play, however, if this doesn't happen, click play in the centre of the video.